Confidential Results—2204.~1s

Language problems	2
Language problems	2
User not available	2
User not available	2
User not available	2
Language problems	2
Language problems	2
User not available	2
Language problems	2
Initial refusal	2
Refused bill payer phone number	2
Initial refusal	2
User not available	2
User not available	2
User not available	2
Language problems	2
Language problems	2
Initial refusal	2
Language problems	2
Business/Government phone	2
Language problems	2
Language problems	2
Initial refusal	2
Language problems	2
Language problems	2
Language problems	2
Initial refusal	2
Initial refusal	2
Language problems	2
User not available	2
Language problems	2
Language problems	2
Language problems	2
User not available	2
Refused bill payer - **QA**	2
Language problems	2
Initial refusal	2
Refused bill payer phone number	2
Business/Government phone	2
Language problems	2
Language problems	2
Language problems	2
Initial refusal	2
Language problems	2
Language problems	2
Language problems	2
Initial refusal	2
Language problems	2
Language problems	2
Initial **refusal**	2
Initial refusal	2

User not available	2
User not available	2
Refused bill payer phone number	2
Initial refusal	2
Initial refusal	2
Refused bill payer phone number	2
User not available	2
Language problems	2
Initial refusal	2
Initial refusal	2
Business/Government phone	2
BusinesslGovernment phone	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
User not available	2
Language problems	2
Language problems	2
Refused bill payer phone number	2
Language problems	2
User not available	2
User not available	2
Initial refusal	2
Business/Government phone	2
BusinesslGovernment phone	2
Language problems	2
User not available	2
Initial refusal	2
Language problems	2
Initial refusal	2
User not available	2
Language problems	2
Language problems	2
BusinesslGovernment phone	2
BusinesslGovernment phone	2
Initial refusal	2
Refused bill payer phone number	2
Language problems	2
User not available	2
User not available	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
User not available	2
User not available	2
Refused bill payer - QA	2
User not available	2
User not available	2
User not available	2
User not available	2

Confidential Results_2204.xls

Business/Government phone	2
Refused bill payer phone number	2
User not available	2
Refused bill payer · QA	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Refused bill payer - QA	2
Business/Government phone	2
User not available	2
Language problems	2
Initial refusal	2
User not available	2
Initial refusal	2
User not available	2
Refused bill payer - QA	2
Initial refusal	2
User not available	2
User not available	2
Language problems	2
Initial refusal	2
Language problems	2
Language problems	2
Language problems	2
Initial refusal	2
Language problems	2
Language problems	2
Refused bill payer phone number	2
User not available	2
Language problems	2
User not available	2
User not available	2
Initial refusal	2
Initial refusal	2
User not available	2
Business/Government phone	2
Initial refusal	2
Refused bill payer phone number	2
Initial refusal	2
Refused bill payer phone number	2
Language problems	2
Initial refusal	2
User not available	2
Initial refusal	2
Language problems	2
Language problems	2
Business/Government phone	2
Language problems	2
Initial refusal	2
Language problems	2
User not available	2

Business/Government phone	2
Language problems	2
User not available	2
Language problems	2
User not available	2
Business/Government phone	2
Language problems	2
Initial refusal	2
User not available	2
User not available	2
Language problems	2
Initial refusal	2
Language problems	2
User not available	2
Business/Government phone	2
User not available	2
Initial refusal	2
User not available	2
Initial refusal	2
User not available	2
User not available	2
User not available	2
Business/Government phone	2
Language problems	2
Initial refusal	2
Refused bill payer - QA	2
Initial refusal	2
Language problems	2
User not available	2
Language problems	2
User not available	2
Initial refusal	2
Initial refusal	2
User not available	2
Initial refusal	2
Business/Government phone	2
Business/Government phone	2
User not available	2
Refused bill payer - QA	2
Initial refusal	2
Initial refusal	2
Refused bill payer - QA	2
Language problems	2
Language problems	2
Initial refusal	2
Initial refusal	2
Business/Government phone	2
Language problems	2
User not available	2
User not available	2
Language problems	2

Confidential Results—2204.~1~

User not available	*2*
Refused bill payer - **QA**	*2*
Refused bill payer - **QA**	*2*
Initial refusal	*2*
Refused bill payer phone number	*2*
Language problems	*2*
Language problems	*2*
User not available	*2*
User not available	*2*
Language problems	*2*
Initial refusal	*2*
User not available	*2*
Language problems	*2*
Initial refusal	*2*
Initial refusal	*2*
Language problems	*2*
Language problems	*2*
Initial refusal	*2*
Initial refusal	*2*
Initial refusal	*2*
User not available	*2*
Language problems	*2*
User not available	*2*
Language problems	*2*
User not available	*2*
Initial refusal	*2*
Language problems	*2*
User not available	*2*
Language problems	*2*
Business/Government phone	*2*
Initial refusal	*2*
Language problems	*2*
User not available	*2*
User not available	*2*
Initial refusal	*2*
User not available	*2*
User not available	*2*
Initial refusal	*2*
Initial refusal	*2*
Business/Government phone	*2*
Language problems	*2*
Initial refusal	*2*
Language problems	*2*
Refused bill payer - **QA**	*2*
Initial refusal	*2*
Refused bill payer phone number	*2*
Language problems	*2*
User not available	*2*
User not available	*2*
Refused bill payer - **QA**	*2*
User not available	*2*

Initial refusal	2
Language problems	2
User not available	2
Initial refusal	2
Language problems	2
Business/Government phone	2
Initial refusal	2
Language problems	2
Initial refusal	2
Refused bill payer phone number	2
User not available	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
Completed Interviews	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
Business/Government phone	2
User not available	2
Business/Government phone	2
Initial refusal	2
Business/Government phone	2
Initial refusal	2
Initial refusal	2
User not available	2
Initial refusal	2
Refused bill payer - QA	2
User not available	2
Refused bill payer - QA	2
Refused bill payer phone number	2
User not available	2
Language problems	2
Language problems	2
Initial refusal	2
Initial refusal	2
Language problems	2
Initial refusal	2
Refused bill payer phone number	2
Initial refusal	2
User not available	2
Initial refusal	2
User not available	2

CONFIDENTIAL -- SUBJECT TO PROTECTIVE ORDER

BusinesslGovernment phone	*2*
Initial refusal	*2*
Initial refusal	*2*
Initial refusal	*2*
Business/Government phone	*2*
Refused bill payer phone number	*2*
Business/Government phone	*2*
Business/Government phone	*2*
Initial refusal	*2*
BusinesslGovernment phone	*2*
Language problems	*2*
Initial refusal	*2*
User not available	*2*
Initial refusal	*2*
User not available	*2*
Language problems	*2*
Initial refusal	*2*
Initial refusal	*2*
Language problems	*2*
Language problems	**2**
BusinesslGovernment phone	*2*
User not available	*2*
Language problems	*2*
Business/Government phone	*2*
BusinesslGovernment phone	*2*
User not available	*2*
User not available	*2*
User not available	*2*
Initial refusal	*2*
Language problems	*2*
Initial refusal	*2*
Language problems	*2*
User not available	*2*
User not available	*2*
User not available	*2*
BusinesslGovernment phone	*2*
Initial refusal	*2*
Initial refusal	*2*
BusinesslGovernment phone	*2*
BusinesslGovernment phone	*2*
BusinesslGovernment phone	*2*
Language problems	*2*
Initial refusal	*2*
Initial refusal	*2*
Initial refusal	*2*
Language problems	*2*
Refused **bill** payer - QA	**2**
Language problems	*2*
Language problems	*2*
Language problems	*2*
Language problems	*2*

CONFIDENTIAL -- SUBJECT TO PROTECTIVE ORDER

Initial refusal	2
Initial refusal	2
Business/Government phone	2
Initial refusal	2
Language problems	2
Language problems	2
User not available	2
Initial refusal	2
Initial refusal	2
Refused bill payer - QA	2
Initial refusal	2
User not available	2
Business/Government phone	2
User not available	2
Refused bill payer - QA	2
User not available	2
Initial refusal	2
Initial refusal	2
Refused bill payer phone number	2
User not available	2
Business/Government phone	2
User not available	2
User not available	2
Initial refusal	2
Language problems	2
User not available	2
Language problems	2
Language problems	2
Language problems	2
Language problems	2
Initial refusal	2
Initial refusal	2
Language problems	2
Language problems	2
Initial refusal	2
Refused bill payer - QA	2
Language problems	2
Language problems	2
Language problems	2
Language problems	2
Initial refusal	2
User not available	2
Initial refusal	2
Initial refusal	2
Language problems	2
Language problems	2
Language problems	2
Business/Government phone	2
Language problems	2
User not available	2
User not available	2

Confidential Results—2204.~1~

Business/Government phone	2
User not available	2
Language problems	2
Language problems	2
Language problems	2
User not available	2
User not available	2
Language problems	2
Language problems	2
Initial refusal	2
Business/Government phone	2
Initial refusal	2
Initial refusal	2
User not available	2
Language problems	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Refused bill payer - QA	2
Refused bill payer phone number	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Language problems	2
Refused bill payer - QA	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Language problems	2
Initial refusal	2
Initial refusal	2
Business/Government phone	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Refused bill payer - QA	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
User not available	2
Initial refusal	2
Business/Government phone	2
User not available	2
User not available	2
User not available	2
User not available	2
Language problems	2

Initial refusal	2
User not available	2
Refused bill payer - QA	2
Initial refusal	2
Business/Government phone	2
User not available	2
Initial refusal	2
Initial refusal	2
Language problems	2
User not available	2
Initial refusal	2
User not available	2
Language problems	2
Initial refusal	2
Initial refusal	2
User not available	2
Completed Interviews	2
Language problems	2
Business/Government phone	2
User not available	2
Initial refusal	2
Language problems	2
Language problems	2
Initial refusal	2
User not available	2
User not available	2
Initial refusal	2
Language problems	2
Language problems	2
Refused bill payer - QA	2
Language problems	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Language problems	2
User not available	2
User not available	2
Language problems	2
User not available	2
Business/Government phone	2
User not available	2
Initial refusal	2
User not available	2
Business/Government phone	2
Business/Government phone	2
Language problems	2
User not available	2
Language problems	2
Refused bill payer phone number	2
Language problems	2
Language problems	2

Confidential Results_2204.xls

Language problems	2
User not available	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
Initial refusal	2
User not available	2
Initial refusal	2
Language problems	2
User not available	2
User not available	2
Refused bill payer - QA	2
Business/Government phone	2
Language problems	2
User not available	2
Business/Government phone	2
Initial refusal	2
Language problems	2
User not available	2
Language problems	2
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Language problems	2
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User not available	2
User not available	2
User not available	2
Initial refusal	2
Language problems	2
Language problems	2
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User not available	2
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Language problems	2
Initial refusal	2
User not available	2
Language problems	2
Initial refusal	2
Language problems	2
Initial refusal	2
Language problems	2
User not available	2
User not available	2
Business/Government phone	2
Initial refusal	2
Mid interview terminate	3
Mid interview terminate	3
Mid interview terminate	3
Mid interview terminate	3

Mid interview terminate	3
Bill payer not available	3
Bill payer not available	3
Mid interview terminate	3
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Mid interview terminate	3
Mid interview terminate	3
Mid interview terminate	3
Bill Payer not available	3
Mid interview terminate	3
Bill payer not available	3
Mid interview terminate	3
Bill payer not available	3
Mid interview terminate	3
Bill payer not available	3
Mid interview terminate	3
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Bill payer not available	3
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Bill payer not available	3
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Bill Payer not available	3
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Bill payer not available	3
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Mid interview terminate	3
Mid interview terminate	3
Bill payer not available	3
Mid interview terminate	3
Mid interview terminate	3
Mid interview terminate	3
Bill payer not available	3
Bill payer not available	3
Bill payer not available	3
Bill payer not available	3
Mid interview terminate	3
Schedule callback	3
Mid interview terminate	3
Mid interview terminate	3
Mid interview terminate	3
Mid interview terminate	3
Bill payer not available	3
Bill payer not available	3
Mid interview terminate	3
Bill payer not available	3
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Bill payer not available	3
Bill payer not available	3
Schedule callback	3
Mid interview terminate	3
Bill payer not available	3
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Schedule callback	3
Mid interview terminate	3
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Bill payer not available	3
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Bill payer not available	3
Mid interview terminate	3
Bill payer not available	3
Bill payer not available	3
Bill payer not available	3
Completed Interviews	3
Mid interview terminate	3
Schedule callback	3
Mid interview terminate	3
Mid interview terminate	3
Bill payer not available	3
Bill payer not available	3
Mid interview terminate	3
Bill payer not available	3
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Bill payer not available	3
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Bill payer not available	3
Bill payer not available	3
Bill payer not available	3
Bill payer not available	3
Bill payer not available	3
Mid interview terminate	3
Mid interview terminate	3
Bill payer not available	3
Bill payer not available	3
Mid interview terminate	3
Mid interview terminate	3
Mid interview terminate	3
Answering machine	4
Answering machine	4
No answer	4
Answering machine	4
Phone busy	4
Answering machine	4
Answering machine	4
Phone busy	4
Phone busy	4
Phone busy	4
No answer	4
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No answer	4
Answering machine	4
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Phone **busy**	4
Phone **busy**	4
Answering machine	4
Answering machine	4
Answering machine	4
Answering machine	4
Phone **busy**	4
No answer	4
Answering machine	4
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Phone **busy**	4
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No answer	4
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CONFIDENTIAL -- SUBJECT TO PROTECTIVE ORDER

Phone busy	4
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Answering machine	4
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No answer	4
Phone busy	4
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Answering machine	4
Phone **busy**	4
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Answering machine	4
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Phone **busy**	4
Phone **busy**	4
Phone **busy**	4
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Phone **busy**	4
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Phone **busy**	4
Answering machine	4
Answering machine	4
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Answering machine	4
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Phone **busy**	4
Phone **busy**	4

Confidential Results_2204.xls

No answer	4
Phone busy	4
Phone busy	4
Phone busy	4
No answer	4
Answering machine	4
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